FAS Telework and Workspace Program (TWP) Updates: Reflecting on a Transformative Year

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A time of evolution

- The last two years have brought immense change to how work gets done in FAS. For those on-site, masking, social distancing, daily health screenings and other changes have become a new normal.

- Meanwhile, Zoom meetings, Teams chats, and other virtual forms of collaboration have become the norm for administrative staff working from home.

- Through it all, the one constant has been FAS teammates willingness and ability to learn and adapt to new ways of delivering excellent service to all who depend on us.

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Celebrating Our People – on-site staff

- **47% of FAS teammates have worked on-site** throughout the pandemic.

- From our shuttle drivers, facilities teams and other CLS service workers, to our UCSF PD, IT field services, supply chain and construction colleagues, we are all grateful to the heroes who have kept onsite operations running during challenging, uncertain times.

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Celebrating Our People – remote staff

- **53% of FAS teammates are in roles that can be performed off-site** some or most of the time.

- Over the last two years, remote administrative staff have continually adapted, finding creative and efficient ways to meet client needs in a virtual environment.

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Our FAS work future – seizing opportunities resulting from changes in how we work

As we navigated this new territory of off-site and on-site operations, we set out to explore what the future of work would look like in FAS, with the **FAS Telework and Workspace Program (TWP).**

FAS Telework and Workspace Program goals

① **Create an optimal work experience for our people, with flexible working options**
- Allow ongoing telework for work that can be performed remotely
- If telework isn't working, keep options available to come on-site
- Provide on-site workspaces that allow for connection and collaboration for hybrid teams working on-site and remotely

② **Reduce FAS administrative space footprint to provide more space for on-site operations and mission-critical needs.**
- Optimize administrative space use through a shared workspace model
- Outfit a variety of spaces to meet diverse space needs in FAS

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How we approached realizing our goals

Surveyed our people (April '21 + Jan '22)

Gathered input from leadership and staff (8 focus groups)

Developed guiding principles for space

Performed space test fits with pros and cons

Completed jobs rosters (1,834 employees)

Completed telework agreements (1,151!)

Utilized workstation analysis and visuals

Conducted site visits

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Getting real about space

- Survey and roster data allowed us to understand **how much of a department's current space they would actually need** going forward.

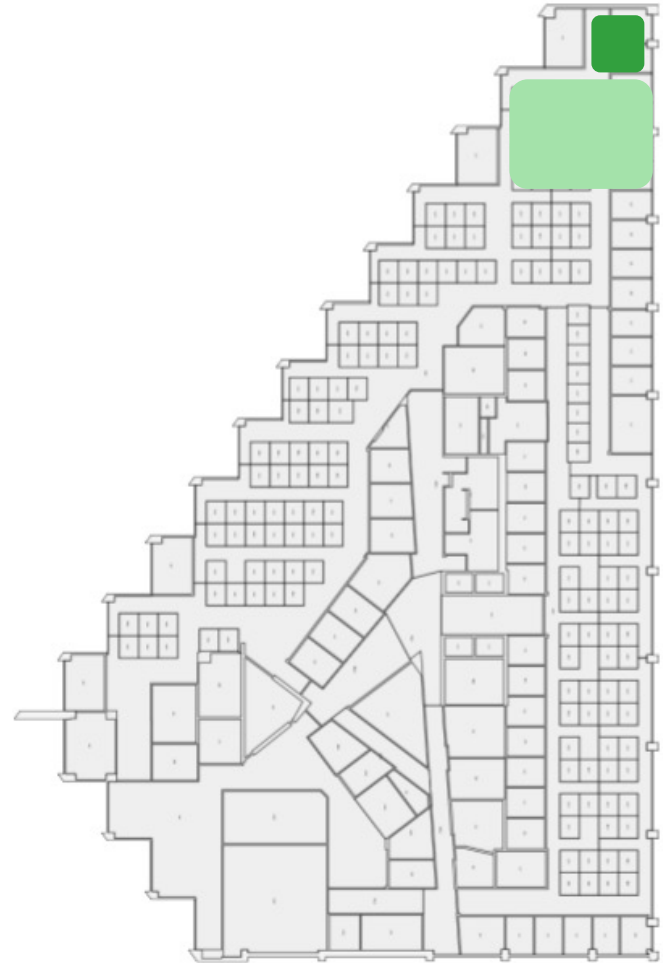- These visuals made it clear if we did nothing, space would be **wasted** and **feel empty**.

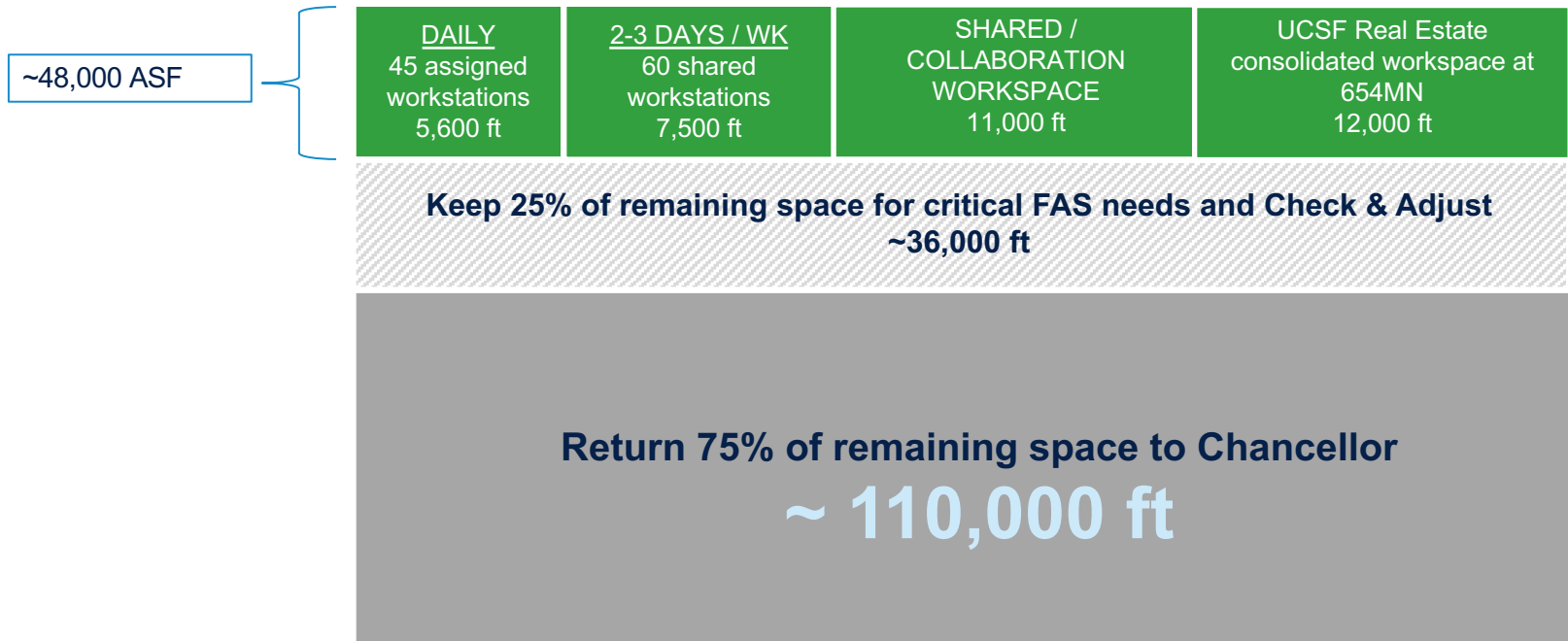**Assigned** workstations for **4-5 days/wk** ppl (4)

Shared workstations for **2-3 days/wk** ppl (18)

Based on percentage of employees in each category from telework survey and job roster data

FAS Admin Space at MCB + Embarc. + 654MN + LH = ~194,000 ASF

~48,000 ASF

DAILY 45 assigned workstations 5,600 ft	2-3 DAYS / WK 60 shared workstations 7,500 ft	SHARED / COLLABORATION WORKSPACE 11,000 ft	UCSF Real Estate consolidated workspace at 654MN 12,000 ft

Keep 25% of remaining space for critical FAS needs and Check & Adjust
~36,000 ft

Return 75% of remaining space to Chancellor
**~ 110,000 ft**

Does not include UCSF PD or CLS

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FAS Work Hubs

- Concentrating FAS teams on 4th floor of MCB

- Creates opportunities to have personal interactions by ensuring spaces are active.

- Spaces will accommodate assigned seats (4-5 days/week), shared (1-3 days/week), and drop-in (1 day/bi-monthly) workers.

- Additional Work Hubs: MCB 6th floor (IT) and 654 Minnesota (RE, Police, CLS, FSC, SVCO)

Finance, HR, Audit, PMO, SVC, IT* (11,565 asf)
- Conference Room (50+ seats)
- Private Office / Focus / Huddle (56 seats)
- Workstations (87 seats)

FAS – Storage (1,390 asf)

FAS – Collaboration suite (1,465 asf)

Potential Check and Adjust Space (7,500 asf)

AUDIT 5
PMO 1
SVC 1

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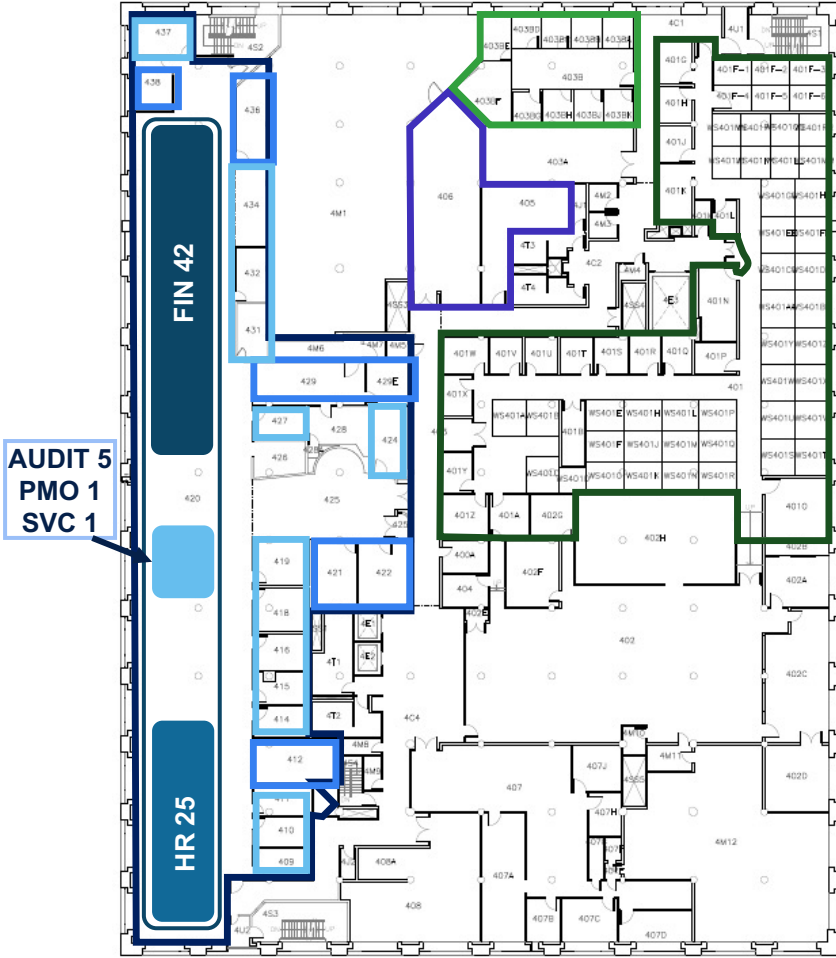
Thank You, TWP Sponsors, Leadership Group, Change Champions, and Project Team!

Gina Abrams
TWP Leadership Group
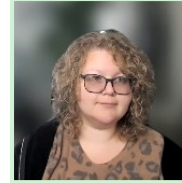
Sean Aloise
TWP Change Champion (CLS)

Berna Declet
TWP Project Team

Becky Daro
Chair, TWP Leadership Group

Daniel Chau
TWP Leadership Group

Peggy Crovetto
TWP Change Champion (PMO)

Shelby Dantzler
TWP Change Champion (IT)

Sarah Fidelibus
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Michelle Hamilton
TWP Change Champion (UCSF PD)

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FAS Work Hubs Operations Group

Corey Jackson
TWP Sponsor

Amit Kothari
TWP Leadership Group

Kim LaPean
TWP Leadership Group

Greg Macway
TWP Leadership Group

Angie Marinello
TWP Change Champion (Finance)

Stephanie Metz
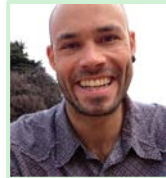TWP Project Team

Alicia Murasaki
TWP Leadership Group

Brian Newman
TWP Sponsor

Rita Ogden
TWP Leadership Group - Advisor

Millo Pasquini
TWP Change Champions (HR)

Jason Rivera
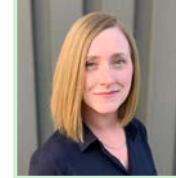TWP Project Team

Zuleikha Shakoor
TWP Change Champion (Audit and Advisory Services

Shauna Strong
TWP Project Team

Sian Shumway
TWP Leadership Group

Katharine Tull
TWP Leadership Group

Darlene Yee
TWP Change Champion (Real Estate)

Thanks also to…

- Lane Blankenship, UCSF Real Estate

- Cecilia Carino, UCSF HR

- Tracy Dudman, UCSF Real Estate

- Dan Henroid, Food Services Administration

- Cristina Morrison, UCSF Real Estate

- Kevin Weil, UCSF HR

- Original Task Forces for Telework and Future of Administrative Space
                    …for research, guidance, resources and support!

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Where we are now

- **Steelcase is working on design concepts using furniture we already have.** The goal is to see if any rearranging of existing furniture, storage and equipment is needed to ensure each department's specific needs are met.

- An operations team from impacted departments is helping to w**ork through details of configuration and moves**.

- **For March 1: Contact your change agent/department administrator if you are unclear where to go if you need a space on-site**. Drop in space at Parnassus, MCB and 654 Minnesota Street can be made available. Wayne and Gladys Valley Center for Vision Interview Rooms are also available in 2-hour blocks on EMS (MyAccess).

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